



MAN Mobile24

Solutions on the road.





ALWAYS THERE, NOT JUST IN CASE.

Predictive precautions, fast response, action instead of reaction – these are the principles behind MAN Mobile24. Reliable help in the event of a breakdown – this is what we stand for and is a matter of course for us. We have added new solutions to expand our service, which is there for you around the clock.

With MAN Mobile24 you are always on the safe side – we support you on every mile of your journey.

NO CHANGE HERE: IMMEDIATE HELP IN CASE OF EMERGENCY.

Something you can also rely on in the future: with MAN Mobile24, we ensure that you reach your destination, throughout Europe, around the clock and 365 days a year. In the event of a breakdown, call MAN Mobile24. Our team takes care of everything from on-site service and towing to booking a workshop and carrying out repairs.

With the new MAN Mobile24 Interactive Tracking, you can send information online to MAN Mobile24 in the event of a breakdown and receive up to date status information.

- Transmission of the exact breakdown location
- Description of the cause of the breakdown with photo documentation
- Overview of order status in real time

After opening a ticket by the call center agent, a link will be sent by email or SMS after your approval. We offer desktop and mobile phone views for efficient data entry.

The status messages confirmed by the breakdown technician are available to you in real time.

Fast and reliable assistance in the event of a breakdown, with the aim of keeping the downtime of your vehicles as short as possible.

MAN Mobile24 can be reached throughout Europe, around the clock, free of charge under the same telephone number:

**00800 Mobile24 or
00800 66 24 53 24**

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WHAT'S DIFFERENT: NEW SERVICES.



Appointment booking:

In addition to breakdown services, MAN Mobile24 customers can now receive support in booking and coordinating scheduled appointments such as maintenance, inspections or checks and in processing technical information, outside of their home country.



Tyre service:

We offer a comprehensive tyre service including tyre changes on the road for a direct onward journey with spare and/or new tyres. This service is also available for trailers and third-party vehicles.

Your benefits

- Single number for all services in 26 languages

NEW: Appointment booking

- Reliable: help in arranging scheduled service appointments (maintenance, inspections and legally required checks)
- Flexible: booking in advance (72 hours)
- Secure processing using existing MAN Mobile24 processes

NEW: Tyre service

- Versatile and flexible – different tyre categories selectable for trucks, buses, vans and trailers/semi-trailers
- Europe-wide service via MAN service outlets or qualified partner companies
- Proactive updates on the processing of the reported tyre damage

New service

- Linking of MAN ServiceCare with MAN Mobile24

THE BEST POSSIBLE SUPPORT IN THE EVENT OF A BREAKDOWN WITH **MAN SERVICECARE***.

With the predictive, digital maintenance and repair management from MAN ServiceCare and its location-independent vehicle diagnostics, our workshop employees and breakdown fitters can view relevant vehicle details and provide you with even more targeted support in the event of a breakdown.

The vehicle status data is continuously transferred to MAN ServiceCare. Without even seeing your vehicle, necessary measures can be derived from this information at an early stage, allowing us to help you get your vehicle back on the road faster.

As a result, MAN ServiceCare helps you achieve improved vehicle availability and reduced downtimes. By bundling maintenance requirements, additional workshop appointments can also be avoided. And best of all: MAN ServiceCare S is free of charge for you.

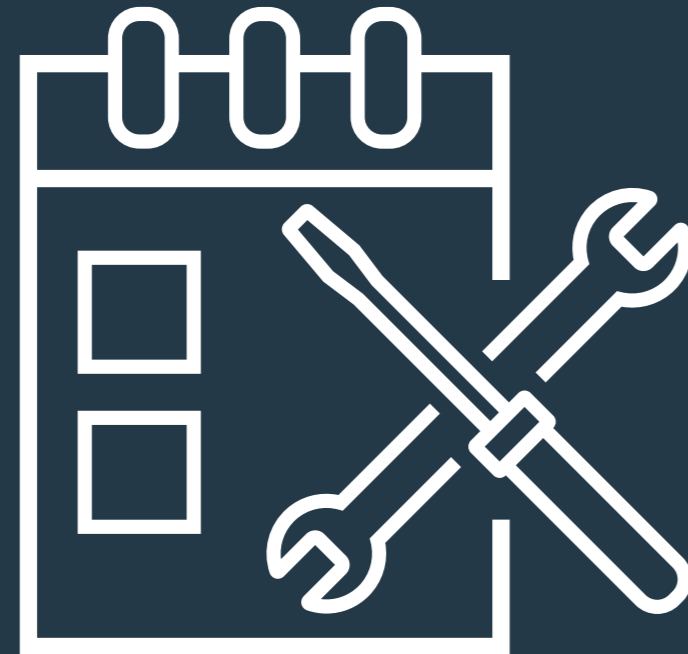
MAN ServiceCare M is available for even more individual and flexible maintenance and repair management.

- Increased vehicle availability
- Transparency of maintenance status
- Time savings
- Faster solution in the event of a breakdown

* The availability and scope of MAN ServiceCare services depend on the vehicle model.

 To order MAN ServiceCare, visit the MAN Marketplace
www.man.eu/marketplace

We are already further developing MAN ServiceCare with preventive functions so that your vehicles can spend the time possible ready for action.



WE ARE EXPANDING OUR PORTFOLIO TO IMPROVE YOUR EFFICIENCY.

With our new MAN Mobile24 services, we have taken a decisive step towards providing you with the best possible support from our digital services – for increased vehicle availability through improved effectiveness. Over 2,000 MAN service outlets and partner workshops throughout Europe continue to form an essential part of our promise to you and make it possible for us to say: we are there where you need us.



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